

REGISTRAR-GENERAL'S DEPARTMENT

CITIZEN'S CHARTER

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Foreword

I have the honour to present the citizen's charter of this office to inform all our stakeholders of my commitment and that of my staff to deliver an efficient, accountable and timely service and to safeguard information.

I hope this charter will provide useful and accurate information to our stakeholders as regards our services and level of services.

Since I believe in innovation, this charter is not an end in itself but it is subject to changes in the interest of our customers.

D. Sobarun (Mrs)
Ag. Registrar-General
Registrar-General's Department
January, 2007

❖ **About the Registrar-General's Department**

The Registrar-General's Department operates under the aegis of the Ministry of Finance and Economic Development. It is administered by the Registrar-General who also acts as the Conservator of Mortgages and the Authorised Officer for Campement Site and Campement Tax.

❖ **Our Vision**

- ❑ *To create a modern organization which will be recognised for its effectiveness in the management of movable and immovable property, achievement of excellence in the delivery of services and efficiency in its tax administration.*

❖ **Our Mission**

- ❑ *To be a facilitator in the transaction of movable and immovable property.*
- ❑ *To be a driver of change so as to enable timely delivery of documents and provide quality services to its stakeholders.*
- ❑ *To provide an efficient registration and information search system for property titles.*
- ❑ *To provide a legal framework for the ownership and management of land developments.*
- ❑ *To provide a quality service in the administration of the various legislations dealing with movable and immovable properties.*

❖ **Our Objectives**

- ❑ *To collect revenue within the legal framework.*
- ❑ *To provide a timely service to the public and stakeholders.*
- ❑ *To publicise accurate records of land transactions.*
- ❑ *To promote voluntary tax compliance in accordance with existing regulations.*
- ❑ *To maintain a stable and effective land registration system in Mauritius for the creation and free movement of interests in land.*

- *To provide ready access to up-to-date and accurate land information ensuring confident dealings in property and security of title.*
- *To deliver high quality services promptly and at the lowest possible cost to users.*

❖ **Our Core Values**

- ***Integrity:*** *We are guided by the highest standards of professional ethics.*
- ***Innovativeness:*** *We always look for new ways of doing things better.*
- ***Quality:*** *We are result oriented and committed at every level to go beyond the expectation of our customers.*
- ***Team Spirit:*** *We foster teamwork and the sharing of information.*
- ***Timeliness:*** *We are responsive and strive to meet new targets.*
- ***Impartiality:*** *We act with impartiality to ensure that all customers are treated equally.*

❖ **Our customers**

- *Ministries/Departments*
- *General Public*
- *Parastatal Bodies*
- *Local Authorities*
- *Notaries*
- *Attorneys*
- *Sworn Land Surveyors*
- *Banking Institutions*
- *Insurance Companies*

❖ **This Charter**

Under this Charter we:

- ❑ *List down our services*
- ❑ *Set the standards for our services*
- ❑ *Inform where and how you can get information on our services*

❖ **Main Sections and Services provided:**

The Registrar-General's Department is divided into the following main sections:

- Registration
- Mortgage (Land Registry)
- Valuation

Their main functions are:

- **Registration:** *To give a “date certaine” to documents and to collect revenue.*
- **Land Registry:** *To record Land transactions.
To preserve Mortgages.
To give publicity to Land transactions.*
- **Valuation:** *To collect additional revenue on reassessment of Immovable properties and deal with representations and appeals to Assessment Review Committee.*

➤ **Registration Section**

- Various types of documents are deposited daily for registration.
- Steps to be followed to register a document: Taxation, Payment, Registration and Delivery.
- Documents required for the registration of motor vehicles are:
 - ❑ Two originals of the deed of sale or declaration together with the following documents:
 1. In the case of transfer of second hand motor vehicle
 - The Registration Certificate (Horse power)

- A Certificate of “Gage sans déplacement” issued on request of the vendor by the National Transport Authority.

2. In the case of a declaration of importation of a motor vehicle:

- The Bill of Entry delivered by the Customs Department together with a photocopy of the bill to be kept by this office.
- A certificate of the examination of the vehicle by the Examination Branch of the National Transport Authority.
- The import permit.

3. After Registration, documents may be recollected on the same day within 2 1/2 hours. The office is open from 9 a.m. to 3.30 p.m. during working days for all counter services (Delivery, Taxing & Cashier’s office and Reception desk)

- At Tax Unit, deeds i.e. notarial deeds and Instrument of fixed and floating charges are taxed and returnable within 8 hours.
- Other documents presented by members of public are taxed immediately.

- ▣ Our target is to strive to deliver registered documents on the same day within 3 hours.

➤ **Mortgage Section (Land Registry)**

- All records relating to immovable properties are kept.
- Open to public from 9 a.m. to 3.30 p.m. upon payment of a search fee of Rs100/- per day or Rs1000/- monthly.

In the search room you are kindly requested:

1. Not to disturb other public searchers.
2. To switch off your mobile phone.
3. For security purposes, to use pencils and loose sheets only.

- Certified photocopies of deeds transcribed or inscribed are made available upon payment of a search fee of Rs100/- and Rs50/- for each sheet and are obtainable within three days.
- Additional computers are made available to the public to ease searches.
- Entries in Repertory Books are made within one week.
- Entries in the Register of Deposits (Presentation) for documents deposited for transcription and inscription are made on the next day and the public can access its contents the following day.
- Affidavit of succession and memorandum of transcription of affidavit of prescription are worked out and made available within 45 days.
- Erasures of charges and mortgages are dealt with within one week.
- A brochure “Manual and Electronic search at Land Registry” has been published to help our stakeholders to make searches on Land transactions.

➤ ***Valuation Section***

- Claims as regards to reassessment of Immovable properties are sent to members of the public.
- Recovery of duties and taxes are facilitated and arrangements may be made at the office for a flexible longer period for payments.
- Campement Site claims are sent together with a Campement Tax Form to be duly filled in and sent back to office by post as well as payment of such claims may be made by registered post within prescribed delay.
- A fast track cashier has been introduced to better cater for the payment of Campement and Campement Site tax in the months of January and July.

❖ **Rights and obligation of the Customers**

Members of the public should not offer anything, whether in cash or kind, besides the official fee to public officers for services requested. They should ask for a receipt for any cash payment.

❖ **Dealing with your enquiry**

If you telephone us:

- We shall do our best to answer your calls within 3 rings.
- We shall ensure that you get the right information from the right section and from the right officer.

❖ **Complaints and Feedback**

We shall make every effort to provide an efficient and effective service and welcome complaints, suggestions and feedback.

- We will acknowledge and verify where an error has occurred.
- Where a complaint is received, we will take active steps to resolve the issue and advise you of the outcome.
- We will spare no effort to be customer oriented.

A complaint/suggestion box is also available at the counter service.

The Registrar-General's department may be contacted on:

Tel nos: 201-1740
 201-1741

Fax : 201-3509
 208-0662

E-mail: rg@mail.gov.mu

Address: Emmanuel Anquetil Building
 6th Floor
 Sir, S. Ramgoolam Street
 Port Louis

We invite you to visit our website at:

<http://mof.gov.mu/registrar>

This charter was published in January, 2007 and will be reviewed regularly.

Registrar-General's Department